

1. A method for conducting conference calls using a conferencing system adapted to operate between a circuit-switched network and a packet-switched network, the method comprising at least the following:

receiving on a VRU a plurality of requests for conferencing services from a plurality of callers, at least some of the requests arriving via the circuit-switched network;

assigning a given conference call involving at least two of the callers to a given mixer coupled to communicate with the VRU via the packet-switched network;

mixing respective voice streams originating from respective ones of the plurality of callers;

routing a mixed conference stream from mixer to the VRU via the packet-switched network; and

routing the mixed conference stream to callers in the given conference call from the VRU via the circuit-switched network.

2. The method of claim 1, further comprising receiving at least one further call from a caller seeking entry to the given conference call, wherein the further call is received at a further VRU.

3. The method of claim 1, further comprising executing a conferencing application in response to recognizing at least a first destination telephone number dialed by at least a first caller, and further comprising executing a non-conferencing application in response to recognizing at least a second destination telephone number dialed by at least a second caller.

4. The method of claim 1, further comprising executing a conferencing application in response to recognizing at least a first DNIS parameter associated with at least a first caller, and further comprising executing a non-conferencing application in response to at least a second DNIS parameter associated with at least a second caller.

5. The method of claim 1, further comprising queuing a plurality of requests from at least the VRU for processing by a data store.

6. A conferencing system comprising at least the following:

at least one voice response unit adapted to interact via a circuit-switched network with a plurality of callers, the voice response unit further adapted to support at least one conferencing application and at least one non-conferencing application;

at least one mixer in communication with the voice response unit via a packet-switched network, the at least one mixer adapted to support at least one conference call between at least two callers communicating with one another via the mixer and the VRU;

5        at least one data store adapted to store data representing at least one state parameter relating to at least one conference call supported by the mixer, the data store coupled to communicate with the VRU and the mixer.

7.        The system of claim 6, further comprising at least a second VRU in communication with the mixer, and wherein the mixer is adapted to support a conference call including a first caller  
10        communicating via at least the first VRU and at least a second caller communicating via the second VRU.

8.        The system of claim 7, further comprising at least a third VRU in communication with the mixer, and wherein the mixer is adapted to support a conference call including at least a third caller communicating via the third VRU.

15        9.        The system of claim 6, wherein the VRU is adapted to execute the conferencing application in response to recognizing at least a first destination telephone number dialed by at least a first caller, and wherein the VRU is adapted to execute the non-conferencing application in response to recognizing at least a second destination telephone number dialed by at least a second caller.

20        10.        The system of claim 6, wherein the VRU is adapted to execute the conferencing application in response to recognizing at least a first DNIS parameter associated with at least a first caller, and wherein the VRU is adapted to execute the non-conferencing application in response to recognizing at least a second DNIS parameter associated with at least a second caller.

11.        The system of claim 6, further comprising at least one interface server coupled between  
25        the data store and the VRU, and adapted to queue requests from at least the VRU for processing by the data store.

12.        The system of claim 6, further comprising at least a second interface server coupled between the data store and the VRU, and adapted to queue requests from at least the VRU for processing by the data store.

13. The system of claim 6, further comprising a proxy server coupled to the VRU to receive conferencing-related requests from at least the VRU.
14. The system of claim 13, wherein the proxy server is adapted to communicate a request to create a new conference to the mixer.
- 5 15. The system of claim 6, further comprising at least one proxy server coupled to the VRU to receive conferencing-related requests from at least the VRU.
16. The system of claim 6, further comprising at least one interface server coupled between the data store and the VRU and adapted to queue requests from at least the VRU for processing by the data store.
- 10 17. The system of claim 6, further comprising at least a second mixer in communication with the VRU.
18. The system of claim 17, further comprising a proxy server coupled to the VRU to receive conferencing-related requests from at least the VRU, and wherein the proxy server is adapted to submit a request to create a new conference to at least one of the mixer and the second mixer.
- 15 19. The system of claim 6, further comprising a provisioning database in communication with the VRU, the provisioning database being responsive to a conference code received from the VRU to provide a signal to the VRU indicating whether the conference code is valid.
- 20 20. The system of claim 6, further comprising a plurality of interface servers coupled between the data store and the VRU and adapted to queue requests from at least the VRU for processing by the data store, and further comprising a proxy server coupled between the VRU and the plurality of interface servers, and wherein the proxy server is adapted to perform load balancing among the interface servers.
- 25 21. The system of claim 6, wherein the mixer has associated therewith a capacity parameter that is determined on a basis other than a number of discrete hardware ports associated with a given mixer.
22. The system of claim 6, wherein the mixer does not include discrete hardware ports.
23. The system of claim 6, wherein the mixer has a variable capacity.
24. The system of claim 6, wherein the mixer has a non-fixed capacity.

25. The system of claim 6, wherein the mixer comprises general-purpose server hardware executing at least one application program adapted to at least to mix voice streams originating from respective conferees associated with at least one given conference.

26. The system of claim 6, wherein at least the VRU, the mixer, and the data store are  
5 coupled to communicate at least indirectly via a local area network.

27. The system of claim 6, wherein at least the VRU, the mixer, and the data store are coupled to communicate at least indirectly via a network employing a voice-over-IP protocol.

28. The system of claim 6, wherein at least the VRU, the mixer, and the data store are coupled to communicate at least indirectly via a packet-switched network.